

An Affiliate of The Mount Sinai Hospital and Icahn School of Medicine at Mount Sinai

ANNUAL REPORT



RICHMOND UNIVERSITY MEDICAL CENTER

The Medical Center is a not-for-profit healthcare provider serving the diverse community of Staten Island and its neighbors. We provide quality patient-centered care through a full spectrum of emergent, acute, primary, behavioral health and medical services. We do this in an environment that promotes the highest satisfaction among patients, families, physicians and staff.



MESSAGE FROM THE BOARD OF TRUSTEES CHAIRPERSON

I thank you for your continued support of and commitment to Richmond University Medical Center.

The progress we've made during 2014 paints a bright picture of quality, growth, investment and empowerment. We're excited about new opportunities presented by the ever-changing healthcare landscape, and feel strongly about our responsibility

to find innovative solutions to the healthcare issues facing Staten Island.

Within this annual report, you will find examples of our skilled and compassionate medical staff, advancements in technology, community benefit collaborations, and newly earned accreditations, all of which keep us in the forefront of medical care.

In 2014, the hospital earned The Joint Commission's Gold Seal of Approval[®] Hospital Accreditation, showing that it meets rigorous performance standards and is committed to providing safe and effective patient care. We also began a lung screening program: the program incorporates the skills of a pulmonary nurse navigator, who interacts with and supports community residents throughout the screening process; the screening itself is performed with a low dose CT scanner. We continue to employ cutting-edge technology on many fronts, as shown by our state-of-the-art cardiac catheterization lab with PCI capabilities and the implementation of minimally invasive robotic surgery, which offers patients a faster recovery and shorter hospital stay. In support of the many initiatives and projects underway at the hospital, our generous donors, once again, made our annual gala a successful one. We extend a thank you to our donors for their generosity and to the hospital Foundation for its hard work and contributions to our achievements.

Our community, donors, local foundations, volunteers and staff are the roots of our hospital's success. The members of the Board of Trustees will uphold its highest standards, deliver nothing short of excellence, and continue to change, adapt and grow to meet our patients' and our community's needs. We express our appreciation to each and every person who supports Richmond University Medical Center for their dedication and commitment to our mission.

Kathryn K. Rooney, Esq. Chairperson, Board of Trustees



MESSAGE FROM THE PRESIDENT & CHIEF EXECUTIVE OFFICER

Our 2014 Richmond University Medical Center Annual Report shows the great strides we have taken in the past year, and I am proud to share it with you.

Part of my personal mission as your new President and Chief Executive Officer for the past year was to interact, watch, listen, and learn, so I've spent many hours side by side with the medical and patient communities, observing and hearing about the challenges and opportunities Richmond University Medical Center faces. I have an open line of communication with our elected officials, who understand these issues and are enormously supportive and encouraging.

As a result of what I've learned, as a hospital, we are moving in a positive direction on several fronts. We have increased our level of community engagement — a few examples are our partnerships with the YMCA diabetes program on the north and south shores, a semi-annual baby expo with Babies 'R' Us, and a new medical science program for high school students. We received approval from New York State to perform elective and emergent percutaneous coronary intervention (PCI) services for angioplasty — a vital tool in our cardiology service line. We implemented Richmond University Medical Center's first accountable care organization (ACO), which is a new model of patient care in the evolution of health care. We've also established a Richmond University Medical Center Foundation, which has surpassed our fundraising goals for the year; we have new development initiatives in place as we prepare for expansion. With the new avenues we have created, we have improved our financial position and have seen an upswing in our patient experience scores.

Additionally, we have now received national recognition from the American Heart Association/American Stroke Association for five consecutive years, establishing the hospital as a destination for cardiac care. We continue to employ leading-edge breakthroughs in technology, as evidenced by being the first hospital on Staten Island to perform single-site robotic hysterectomy, gall bladder removal, and hernia repair. We have embarked on a long-term, statewide endeavor through a new partnership in Medicaid's new Delivery System Reform Incentive Payment Program (DSRIP) to improve the delivery of medical services to Medicaid patients through community collaboration with a goal of improving the health and clinical performance of the Medicaid recipients on Staten Island.

Grants received throughout the year from prestigious foundations — for lung cancer, among other areas — show the confidence these institutions have in our ability to reach out to and empirically improve the health of our community as well as educate our medical residents, something we take to heart as a teaching hospital.

We are all partners in the success of our hospital: the Board, the medical staff, the employees, and the community. Working together, we will continue to accomplish extraordinary things.

Daniel J. Messina, PhD, FACHE, LNHA President & Chief Executive Officer

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MIRACLES EVERY DAY

THE NEONATAL INTENSIVE CARE UNIT (NICU) AT RICHMOND UNIVERSITY MEDICAL CENTER IS RENOWNED FOR A REASON. HERE, TWO MOMS TELL US WHY.

"It was the most terrifying time of my life...and at the same time, it was the most wonderful experience I've ever had," says Allison Moreau Trubits about the months she spent with the NICU. "They were the best support group ever, totally on top of every possible situation."

NICU nurse Colleen John visits her two miracles.

She had been admitted to the hospital at 24 weeks for monitoring and bed rest, and had an emergency C-section at 29 weeks; Liam Trubits was born at just one pound, fifteen ounces. The tiny infant

remained in the NICU for three months, and required many life sustaining measures including breathing support, surgery, blood transfusions, and intravenous nutrition. The medical staff at the Richmond University Medical Center NICU was prepared for every issue.

"The care was just amazing," Allison Stark Sena agrees. The two women met as roommates in the labor and delivery unit at the hospital, and became supportive friends. Mrs. Sena's difficult pregnancy included a tough labor, but it resulted in a healthy vaginal delivery. James Sena was born at 27¹/₂ weeks and two pounds, eleven ounces; while he required blood transfusions and special feeding, he did not need any surgery. He was kept in the hospital for about three months for his growth to catch up. "I'll never forget my delivery nurse, Diane Donaghy. She was so strong; it made me feel strong to have her by my side," Mrs. Sena says.

Even after the women were discharged from the hospital, the staff at the NICU was always there for them. "No matter when I called, someone was always able to answer my questions. I can't tell you how reassuring that was," Mrs. Sena recalls.

Mrs. Trubits confirms her statements. "I was anxious, so my husband and I would go to the hospital at three o'clock in the morning. Everyone was steady, supportive, and welcoming."

The staff would check on the infants even during their lunch breaks. Joann Stuart, the nurse manager for the floor, made sure everything was in order. The director of the neonatal intensive care unit, Anthony Barone, DO, and his associate, Santosh Parab, MD, oversaw all the medical interventions and supervised the care. "We believe in being hands on," Dr. Barone remarks. "We're high tech, but also high touch."

That combined approach was noticed and appreciated. "That staff, those doctors and nurses — we are just so thankful to them all," say both moms. Best of all, their babies, a year old now, are thriving.

EXPANDED CARDIOLOGY SERVICES AT RICHMOND UNIVERSITY MEDICAL CENTER WILL HELP KEEP STATEN ISLAND HEALTHIER — AND MAY SAVE LIVES, TOO.

On Staten Island, the heart disease statistics are grim. There is not only a high incidence of the condition (compared to the rest of New York City) but also a high rate of mortality — and the North Shore's numbers are among the Island's worst. Fortunately, cardiologists at Richmond University Medical Center are on a mission to improve those figures.

In August, Richmond University Medical Center gained approval from the New York State Department of Health to convert the existing diagnostic cardiac catheterization laboratory to a PCIcapable cardiac catheterization lab. Percutaneous coronary intervention (PCI), commonly known as coronary angioplasty or simply angioplasty, is a non-surgical procedure used to treat the stenotic (narrowed) coronary arteries of the heart found in coronary heart disease. "PCI approval builds upon the hospital's robust cardiology service line, and one that has a rich history of excellence," shares Daniel J. Messina, PhD, President and CEO.

PCI involves inflating a balloon inside the coronary artery to push aside the built–up plaque and improve blood flow, explains Richard Grodman, MD, Director of Cardiology at Richmond University Medical Center.

PCI is a much-needed service for the North Shore. "People have heart disease in our community, but they're not getting angioplasty," Dr. Grodman says. "Those are the people we expect to find and be able to treat."

AN EMERGENCY OR ELECTIVE PROCEDURE

In the case of a heart attack — meaning blood flow in the coronary artery is cut off completely — emergency PCI is needed immediately. "Time is muscle" is the cardiologist's mantra. "The more minutes that go by, the more heart muscle will die. You have to get the artery open in 90 minutes: That's the goal. That doesn't make the heart attack go away, but it makes it smaller," Dr. Grodman says. "It's lifesaving."

"Having PCI available at Richmond University Medical Center will not only improve outcomes for heart attack patients, but will also simplify things for those who undergo PCI electively. Those patients—often experiencing daily angina and not responding to medication — can now get an angiogram to determine if PCI is needed, and then receive the PCI itself to treat any existing blockages, at the same time. Now they can come to Richmond University Medical Center and have both done in just one procedure," says Samala Swamy, MD, cardiologist and Director of the Cardiac Catheterization Lab.

In addition to the new PCI services, the Richmond University Medical Center program has another focus: expanded cardiovascular health education across its service area. "We need to educate people who are having chest pain that doesn't go away; it could be a heart attack," Dr. Swamy says. "Patients should know who's at risk; what the risk factors are; which type of chest pain is a concern; and when to call an ambulance."

The PCI program — both services and education — at Richmond University Medical Center is an enormous step forward in efforts to keep Staten Islanders' hearts healthy, according to Dr. Swamy. "Our PCI capabilities at Richmond University Medical Center are going to change the whole landscape of cardiac care."



Daniel J. Messina, PhD, President & CEO, Richard Grodman, MD, Director of Cardiology, Kathryn Rooney, Esq., Chair of the Board of Trustees, and Samala Swamy, MD, Director of the Cardiac Catheterization Lab.



The Women's Comprehensive Center celebrates its ribbon cutting. Located on the South Shore at 4434 Amboy Road, the Women's Center offers traditional women's health care, as well as an array of integrative and wellness services.



The Medical Center holds a Heart Health Fair in the center of the Staten Island Mall. The event offered screenings, the opportunity to meet with physicians, and educational materials to keep residents aware of heart health and risks.

CARDIAC SERVICES RECEIVE A BOOST FROM THE FRANK J. REALI III FOUNDATION

RICHMOND UNIVERSITY MEDICAL CENTER RECEIVES A GENEROUS GRANT FOR CARDIAC SERVICES AND OFFERS YOUTH CARDIAC SCREENINGS IN CONJUNCTION WITH THE REALI FAMILY.

The hospital received exceptional support from the Reali family and their foundation "Protecting One Young Heart at a Time," whose mission is to screen young people for heart issues.

The foundation, headed by Frank and Fran Reali, presented the hospital with a \$25,000 grant as part of a \$250,000 multi-year pledge to create the Frank J. Reali III Critical Cardiac Unit. This dedicated area will serve as a chest pain observation unit and will be equipped to offer critical cardiac care. The unit will be named in memory of their son who passed away of sudden cardiac death (SCD) in 2007. There are usually no symptoms associated with SCD—from which more than 400,000 young people die each year in this country—so a baseline heart testing is a protocol to follow. Not yet mandatory for high school student athletes, the voluntary testing done just within this foundation has shown that more than three percent of athletes screened were found to have a heart issue that was correctable through either surgery, medicine, or lifestyle change.

These screenings, provided free of charge through the foundation, are given to high school freshman athletes. Last year, screenings were provided for students at Monsignor Farrell High School, St. Peter's High School, and Staten Island Academy.



Fran and Frank Reali presented the hospital with a \$25,000 check as part of a 10-year commitment to create a specialized critical cardiac unit.

STROKE AWARD



RECIPIENT OF THE AMERICAN HEART ASSOCIATION/ AMERICAN STROKE ASSOCIATION'S GOLD PLUS QUALITY ACHIEVEMENT AWARD CONSECUTIVELY FOR 2010, 2011, 2012, 2013 AND 2014.

The American Heart Association and American Stroke Association recognize this hospital for achieving 85% or higher adherence to all Get With The Guidelines* Stroke Performance Achievement indicators for consecutive 12 month intervals and 75% or higher compliance with 6 to 10 Get With The Guidelines Stroke Quality Measures to improve quality of patient care and outcomes.



The surgical department establishes a robotic surgical program with the da Vinci[®] Surgical System and performs the first single-site robotic gallbladder removal on Staten Island.



The Medical Center welcomes Daniel J. Messina, PhD, as President & CEO. The hospital board hosts a special reception at the Old Bermuda Inn.

THE MATERNITY AND PEDIATRICS DEPARTMENTS GET COMMUNITY RESIDENTS OFF TO THE RIGHT START

THE ONGOING COMMITMENT TO HELP CHILDREN START THEIR LIVES AS HEALTHY AS POSSIBLE IS EMPOWERED BY THE OUTSTANDING WORK OF THE MATERNITY AND PEDIATRIC DEPARTMENTS.

Many times, our first interaction with a medical center is with the birth of a child. In this respect, Richmond University Medical Center is very fortunate, for its clinical chairs of the areas concerned — Michael Moretti, MD, of the Department of Obstetrics and Gynecology and Brian McMahon, MD, FAAP, of the Department of Pediatrics — exemplify the philosophy of the hospital: to pair state-of-the-art advances and technology with human interaction, care and trust. "We remain deeply committed to providing the highest quality of care to the Staten Island community each and every day," says Dr. Moretti. "Our achievements demonstrate our success."

Dr. Moretti specializes in high-risk pregnancies, both during the term of the pregnancy and during labor and delivery. International Board-Certified Lactation Consultants (IBCLC) Carol Olsen and Anna Ruggieri, along with most of the nursing staff, make themselves available to postpartum mothers who can successfully learn breastfeeding techniques during and after their maternity stay.

The Richmond University Medical Center Neonatal Intensive Care Unit (NICU) has been consistently recognized as a leader in its field. Led by Anthony Barone, DO, Director of the Neonatal Intensive Care Unit, and his associate. Santosh Parab. MD. this 25-bed Level III (the highest level designation) intensive care unit specializes in the care of the high-risk newborns, accommodating neonates as small as one pound. Out of approximately 3,000 babies born at Richmond University Medical Center each year, about 600 babies are treated in the NICU, many weighing less than three-and-a-half pounds. According to the Vermont Oxford study, in 2014 the Richmond University Medical Center NICU, once again, had one of the highest survival rates in the region at 99 percent. The unit comprises 19 intensive and intermediate beds and six continuing care beds.

Patients under the age of 16, with chronic or congenital conditions, are treated in the 24-bed full-service pediatric department led by the Department of Pediatrics Chair Dr. McMahon. The pediatric unit includes a three-bed Pediatric Intensive Care Unit



Jane Ponterio, MD, Daniel J. Messina, PhD, Brian McMahon, MD, Anthony Barone, DO, and Teresa Lemma, MD, pose with newborn Joseph Paul Racano.

(PICU) staffed day and night with a board-certified pediatric intensivist, and a three-bed hematology/oncology suite where most services can be provided on an outpatient basis, allowing patients a normal lifestyle while they undergo treatment. Onsite pediatric pulmonology, endocrinology, nephrology and surgery subspecialty services are also offered. "At Richmond University Medical Center, we give the best possible care to all of our patients. Getting our children off to a healthy start is an essential component in building a healthy community," states Daniel J. Messina, PhD, FACHE, LNHA, President and Chief Executive Officer.



The Hospital received the American Heart Association/American Stroke Association's Stroke Gold Plus Achievement Award for the fourth consecutive year, recognizing its commitment and success in implementing a higher standard of care by insuring stroke patients receive treatment according to nationally accepted guidelines.



The Northfield Bank Foundation presented a check in the amount of \$30,000 to fund the purchase of syringe pumps for the NICU. Syringe pumps deliver important fluids and/ or medicines intravenously.

LEADING THE WAY IN MINIMALLY INVASIVE SURGERY

RICHMOND UNIVERSITY MEDICAL CENTER PERFORMS THE ONLY SINGLE-SITE ROBOTIC HYSTERECTOMY AND GALLBLADDER REMOVAL, AND ROBOTIC HERNIA REPAIR ON STATEN ISLAND.

In April 2014, Richmond University Medical Center led Staten Island into a new era of minimally invasive surgery with the first single-site robotic gallbladder removal surgery (cholecystectomy) in the borough. The unique aspect of this surgery is that it takes place through a tiny incision in the belly button, resulting in almost no visible scarring. Through the Advanced Gastrointestinal Minimally Invasive Surgery Fellowship Program, Richmond University Medical Center is training physicians from across the country in cutting-edge advancements and techniques like these.

Specially trained surgeons at Richmond University Medical Center use the da Vinci[®] Surgical System, which includes a console where the surgeon sits while operating and robotic arms that wield a high-definition camera and specially designed surgical instruments. It enables surgeons to perform complex operations through very small incisions and to operate with more precision, dexterity and control. At Richmond University Medical Center, the console is a dual one; that means that another surgeon can easily support or observe the procedure in process, making it an excellent training tool.

Robotic surgery might be an alternative to laparoscopic surgery, which is also performed through a smaller cut than is used in traditional open surgery. For patients, the smaller surgical incision — in some cases, just one cut in the belly button — means less bleeding; after surgery, they report less pain and faster recoveries, so they can go home sooner and return to normal activities more quickly. The risks of infection and scarring are substantially decreased.

Benefits of minimally invasive surgery include:

- Smaller incisions/less scarring
- Less pain
- Less blood loss
- Shorter recovery time
- Faster return to normal activities

Frederick Sabido, MD, FACS, Division Chief of Minimally Invasive Surgery and Director of Advanced Gastrointestinal Minimally Invasive Surgery/Flexible Endoscopy Fellowship Program at Richmond University Medical Center (SAGES Fellowship), has



Richmond University Medical Center's da Vinci robotic surgery team, from left: Tori Flaherty, RN; Astrid Brown, CST; Helen Kay, Attending Fellow; Fredrick L. Sabido, MD, FACS, Director, Division of Minimally Laparoscopic Surgery; and Eli Serur, MD, Director of Gynecologic Oncology Services.

established single-site laparoscopic surgery, for patients whose conditions — including age, general health, and status of disease — qualify, as the most preferable option for routine procedures because of the advantages it can have. Procedures include cholecystectomy (gallbladder removal), appendectomy (appendix removal), ovarian cystectomy (removal of ovarian cysts), hysterectomy (uterus removal), splenectomy (spleen removal), colectomy (removal of a segment of the colon for diverticulitis or cancer) and tubal ligation.

Dr. Sabido has performed over 200 robotic surgeries, and has also trained other Richmond University Medical Center physicians to perform minimally invasive surgery, using manual and robotic singlesite procedures. "Sharing the knowledge and methods with other physicians is extremely important to me and to Richmond University Medical Center," he says. "Now we can train our fellows and other attending physicians in both manual single incision laparoscopic cholecystectomy and da Vinci robotic single-site cholecystectomy." Knowing the benefits that the technique can offer for many patients, he looks forward to expanding its use at the hospital. "We are excited to be able to provide this cutting-edge procedure to the Staten Island community."



The Foundation hosts the Jack Sipp Golf & Tennis Outing at the Richmond County Country Club. The event honored John Connors and Michael Moretti, MD. More than \$100,000 is raised to support the Emergency Department.



Administration and board members were presented with a check from Yvonne Chang and the Friends of Maya Chang Foundation for \$5,000 to support the Department of Pediatrics.



The Medical Center honored Susanne Cesario, Lisa Quigney, Grace Lehan, Jennifer Cosentino, Beth Clarke, Rosemarie Seaman, Janet Scenna, Kaitlin Defalco, Henry Shimchak, Nancy Rooney and Larry Teatum at the Annual Nurse of Distinction Ceremony on May 7, 2014.

RICHMOND UNIVERSITY MEDICAL CENTER ADDRESSES THE BEHAVIORAL HEALTH NEEDS ON STATEN ISLAND

RICHMOND UNIVERSITY MEDICAL CENTER CONTINUES TO BE ON THE FOREFRONT OF STATE-OF-THE-ART BEHAVIORAL HEALTH CARE WITH THE EXPANSION OF ITS CHILD AND ADOLESCENT PSYCHIATRIC UNIT.

In 2014, Richmond University Medical Center increased its already distinguished ability to address behavioral health needs on Staten Island.

To serve the youngest members of a greater percentage of families in need, a new, state-of-the-art Child and Adolescent Psychiatric Unit was completed. The 10-bed unit serves children and adolescents between the ages of 4 and 17 with diagnoses including conduct disorders, depression, psychosis, and behavioral problems. A portion from the proceeds of the hospital's 2013 gala was designated for the Child and Adolescent Psychiatric Unit, with additional support provided by the Sara Chait Memorial Foundation.

As Rosemarie Stazzone, COO and Chief Nurse Officer, notes, "The Richmond University Medical Center Child and Adolescent Psychiatric Unit is the only acute inpatient unit on Staten Island for children and adolescents. If a child on Staten Island under the age of 18 requires a stay in a psychiatric unit, they will be directed to contact Richmond University Medical Center's Child and Adolescent Unit. The goal of this expansion is to offer more Staten Island children and adolescents the opportunity to receive quality psychiatric care close to their home and their families."

Pankaj Patel, MD, Chair of the Department of Psychiatry at the hospital, who oversaw the project, agrees. "The expanded facility allows us to serve a greater percentage of families in need. As the only acute inpatient unit on Staten Island for children and adolescents, the expansion is extremely important, providing needed patient-centered care for an underserved population."

The ribbon cutting ceremony for the new Comprehensive Psychiatric Emergency



Pankaj Patel, MD, Kathryn Rooney, Esq., Rosemarie Stazzone, RN, Daniel J. Messina, PhD, and Pietro Carpenitp, MD, at the new state-of-the-art child and adolescent psychiatric unit.

Program (CPEP), which addresses the emergency behavioral health needs of patients of all ages, also took place in 2014. These two units allow Richmond University Medical Center to provide better care for the residents of Richmond County and keep the hospital in its leading position in serving patients with these needs.

Dr. Patel observes, "Mental health issues are prevalent in all communities, including Staten Island. Often, medical conditions can present as psychiatric symptoms, and it becomes critical to assess the patient as a whole. Richmond University Medical Center CPEP is open 24 hours a day with a separate child and adolescent evaluation area. People can come anytime they need our help and we'll be here," said Dr. Patel.

Both units are now located on the main campus at 355 Bard Avenue, and are licensed by both the Department of Health and the Office of Mental Health. The expansion allows Richmond University Medical Center to expand its patient-centered care model, providing a rounded care experience, and, in the long term, growth to meet the needs of an underserved population.



The Hospital hosts a Cancer Survivor's Day Celebration at the Carousel in Willowbrook Park. At the event, cancer survivors and the community celebrated with family fun activities and free health screenings.



Fourth grade students and teachers from PS 50 donated their framed artwork to help patients and brighten the halls of the hospital. The students were inspired by the style of American artist Louis Tiffany.

RICHMOND UNIVERSITY MEDICAL CENTER HONOR ROLL OF DONORS

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ENGAGING THE COMMUNITY TO IMPROVE CARE

RICHMOND UNIVERSITY MEDICAL CENTER FOCUSES ON WELLNESS AND THE HEALTH OF OUR COMMUNITY, FORMING STRATEGIC PARTNERSHIPS WITH A BROAD SPECTRUM OF LOCAL ORGANIZATIONS.

In 2014, Richmond University Medical Center took charge of its role in the community, asserting its strength and delivering its knowledge throughout Staten Island. Some programs, such as the Teen Leadership Program sponsored by the hospital's Nursing Education Department, provide hands-on volunteer experience in a variety of health fields for students already interested in healthallied professions. Another program of this type began in October, when Richmond University Medical Center partnered with St. Peter's Boys School to introduce a new pilot program targeted to select high school juniors and seniors with an interest in health care. It includes eight rotations within multiple areas, including radiology, medicine, administration, respiratory care, lab technology, nursing, office preceptorship, and physical therapy. In spring 2015, the hospital extended the program to include additional high schools on Staten Island, including Monsignor Farrell High



Richmond University Medical Center partnered with St. Peter's Boys School to introduce a new Medical Science Program for high school juniors and seniors with an interest in health care.

School and St John Villa Academy and has expanded its rotations to include emergency medicine.

Other programs, like the Teddy Bear Clinic the hospital sponsored at the Staten Island Children's Museum last spring; the Babies 'R' Us Baby Health Fair and Expo; and the art show by the fourth graders from P.S. 50, which brightened the walls of the hospital lobby last summer, offer a way to reach our youngest residents, teach them about the basics of first aid, and familiarize them with the help that doctors, nurses, and emergency personnel can provide. With its emphasis on community health, integrations such as these make the footprint of Richmond University Medical Center larger. The hospital wants to extend its reach to every resident. That means buildings and infrastructure, like the Integrative Wellness Care program at the Women's Comprehensive Center. It means improvements in technology, such as the introduction of the Patient Portal. It means a willingness to go to the patient, as the hospital does with its Mobile Outreach Unit, sending trained counselors to visit adults and children with behavioral issues in the privacy of their own homes.

Above all, it means simply being there: manning the tables at the fairs of our local senators and congressional representatives; painting faces at the Kohl's Cares for Kids Event; and presenting breast cancer screening info at local events. "The continual presence of the hospital outside of our physical walls creates a bond, a knowledge of each other. That knowledge helps all of us as we work to improve the health of our community," says Daniel J. Messina, PhD, FACHE, LNHA, President and Chief Executive Officer of Richmond University Medical Center.

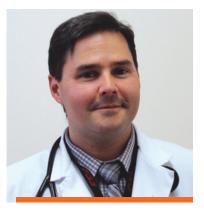


Mansoor Khan, MD, MHA, FAAEM, is named Chair of the Department of Emergency Medicine.



The Foundation board hosted its first Clam Bake fundraiser, which honored the legacy of Anantham Harin, MD. More than 240 donors, staff members, and friends attended the event at the Vanderbilt, which raised funds for the Neonatal Intensive Care Unit (NICU).

THE LUNG HEALTH CENTER TAKES UP THE FIGHT AGAINST LUNG CANCER



Keith Diaz, MD, is board certified in internal, critical care, and pulmonary medicine.

STATEN ISLAND RESIDENTS HAVE THE HIGHEST RATES OF LUNG CANCER ANYWHERE IN THE STATE. RICHMOND UNIVERSITY MEDICAL CENTER STEPS UP TO THE PLATE WITH FREE SCREENINGS, EDUCATION, COMMUNITY OUTREACH, AND PATIENT SUPPORT.

In the fall of 2014, Richmond University Medical Center began a new program to help residents of Staten Island in the prevention and detection of lung cancer. Using a generous \$10,000 grant from the Stony Wold–Herbert Fund (a privately endowed, non-profit organization dedicated to assisting in the fight against all forms of pulmonary disease throughout the New York City region) as seed money, the Lung Health Care Center of Staten Island was started. TD Bank, through the TD Charitable Foundation, also contributed \$2500 towards lung cancer screening.

The Center — with Keith Diaz. MD. who is board certified in pulmonary and critical medicine, as its supervising physician - was able to begin its work. Funding for screening 100 at-risk patients was made possible; lung cancer screening brochures, including those in Spanish, were printed; and risk assessment pads for patient intake and physician referral pads were produced. The Richmond University Medical Center Lung Screening Program is differentiated from other hospital's screening programs by including several elements: education programs, community outreach, and support for the patient throughout the entire screening process. These components - the last, most importantly - fall to the role of a pulmonary nurse navigator, Nancy Sayegh-Rooney, RN, who came on board specifically for this program.

In addition to her patient interaction [see next page], Ms. Sayegh-Rooney has conducted educational sessions for over a hundred staff members to date through a GlaxoSmithKline program. Program participants include nurses, physical therapists, and X-ray technicians — all of whom come into contact with patients. The idea is to teach healthcare professionals how to talk about smoking cessation, as cigarette smoking is the primary risk factor for developing lung cancer. "You can't just tell someone to quit, that smoking's bad for their health," remarks Ms. Sayegh-Rooney. "We give them the resources to talk to their patients the right way."

The screening process officially started in November, and over 70 patients have come in since then, with the numbers increasing every week.

According to Dr. Diaz, "The more we do, the more we want to do. We're at the forefront in providing these screenings, as well as education, outreach, and the smoking cessation component. It's our duty to provide these services to the community, and this is just the beginning."



The hospital performs lung screenings using a low dose CT scan to help detect lung cancer early.



The Hospital launched its new "Patient Portal" program to offer patients the option to access select portions of their health records online, through the main hospital website at rumcsi.org.



The Medical Center gains approval from NYS Department of Health to convert the existing diagnostic cardiac catherization laboratory to a PCI-capable cardiac cath lab. Percutaneous coronary intervention (PCI), commonly known as coronary angioplasty.



MEET PULMONARY NURSE NAVIGATOR NANCY ROONEY

Nancy Sayegh-Rooney, RN, has been a nurse for 35 years, and spent the last 26 of them working and assisting in endoscopy, including promoting screening for colon cancer. Her efforts in cancer awareness and prevention make her a natural in her position as the pulmonary nurse navigator at Richmond University Medical Center, where she has many responsibilities, acting as educator, friend, and advocate.

Community outreach translates into patient support seamlessly: Ms. Sayegh-Rooney is often out in the field at health expos and making presentations to community councils, organizations, and clubs; at all these events, she passes out business cards that have both her office and cell phone numbers. "Go see your primary care doctor and get a prescription," she tells them. "Then call me, and I'll handle the rest."

They do; and she does. She sets up appointments for her patients,

accompanies them to the scan, gives them more information while they're waiting, and calls them with the results once Dr. Diaz has interpreted the scans. Ms. Sayegh-Rooney coordinates the scheduling with the patients, the CT scan technicians, and the radiology department so that the work can be done swiftly and efficiently. The CT scan itself takes only three minutes; Ms. Sayegh-Rooney tries to get the patients in and out of the office in fifteen. "My patients tell me they can't believe how easy it is." If the scan is negative, the high-risk patient is not off the hook; an annual lung screening is now part of their check-up. If the results are positive, Ms. Sayegh-Rooney communicates that information, too. She lets them know that they need to go back to their primary care doctor for further studies, and tells them about the team in place at Richmond University Medical Center — Dr. Diaz; Jeffrey Cane, MD, Chief of Thoracic Surgery; and Thomas Forlenza, MD, Director of Oncology — so they have the right people

to turn to. Ms. Sayegh-Rooney remains in touch with them, making sure the patients have a plan, and providing help in setting up appointments if they need it.

According to Dr. Diaz, she's the perfect person for this role. He passes along the many compliments he's received from his patients. "They come in to see me, and tell me how wonderful Nancy is. How she made them feel at ease, and made the whole process less stressful. She decreases their anxiety, and increases their level of trust."



Francesco Rotatori, MD, is named Associate Director of the Cardiac Catheterization Lab. An elite marathon runner, Dr. Rotatori joins the hospital as an interventional cardiologist, offering cardiac care to the Staten Island community.



The Medical Center launches a partnership with Babies 'R' Us to promote health and wellness for pregnant women, infants, and children with the first Baby Health Fair & Expo.

RICHMOND UNIVERSITY MEDICAL CENTER EARNS AWARDS AND RECOGNITION



NATIONAL RECOGNITION FOR PATIENT-CENTERED MEDICAL HOME IS EARNED

In the fall of 2014, Richmond University Medical Center received National Committee for Quality Assurance (NCQA) Patient Centered Medical Home (PCMH) Recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships. The hospital's Patient Centered Medical Home Program earned a Level 3 designation — awarded only to the highest scoring and most comprehensive medical homes — for the Comprehensive Pediatric Care and Comprehensive Medical Care practices that are a part of the Richmond University Medical Center Ambulatory Care Center located at 800 Castleton Avenue in West Brighton, Staten Island. Richmond University Medical Center is one of 64 hospitals throughout New York State with this designation, and the only hospital on Staten Island.

"NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients," said NCQA President Margaret E. O'Kane. "Recognition shows that Richmond University Medical Center has the tools, systems and resources to provide its patients with the right care, at the right time."

"This recognition demonstrates our commitment to the community and the high level of care that is provided," said Daniel J. Messina, PhD, FACHE, LNHA, President & CEO of Richmond University Medical Center. "Designation as a Level 3 Patient Centered Medical Home is a testament to our team's dedication to delivering exceptional patient care and we are extremely proud of this accomplishment."



THE JOINT COMMISSION'S GOLD SEAL OF APPROVAL® IS AWARDED

Richmond University Medical Center underwent a comprehensive, unannounced on-site survey in the fall of 2014. During the review, a team of Joint Commission expert surveyors evaluated compliance with hospital standards related to several areas, including emergency management, environment of care, infection prevention and control, leadership, and medication management. Surveyors also conducted extensive on-site observations and interviews. "Our greatest resource is our dedicated team of caring professionals. The unannounced visit in October brought out the best in our team, and I would like to thank every employee who goes above and beyond each and every day to ensure we deliver the highest quality care to our patients and community," shares Daniel J. Messina, PhD, FACHE, LNHA, President & CEO of Richmond University Medical Center.

"Joint Commission accreditation provides hospitals with the processes needed to improve in a variety of areas from the enhancement of staff education to the improvement of daily business operations," says Mark G. Pelletier, RN, MS, Chief Operating Officer, Division of Accreditation and Certification Operations, The Joint Commission. "In addition, our accreditation helps hospitals enhance their risk management and risk reduction strategies. We commend Richmond University Medical Center for its efforts to become a quality improvement organization."



The Foundation hosts the Masquerade Ball, honoring Dr. Pankaj Patel, Mary Ann Christopher, and the Auxiliary. The event net \$260,000 to support the Medical Center.



The Hospital begins the Medical Science Program with St. Peter's Boys High School. Students learn sideby-side with expert physicians and staff. The pilot program is an important step in building partnerships with Staten Island schools.



Richmond University Medical Center's dedicated staff members and volunteers pose for a team photo in recognition of an exceptional Joint Commission survey.



The Richmond County Medical Society honored Rosemarie Stazzone, Chief Operating Officer and Chief Nurse Officer, with the Hygenia Award.



The Joint Commission visits the Medical Center to conduct an accreditation survey, where the hospital receives their Gold Seal. Joint Commission standards go beyond the basics of state and federal regulations, and consistently set high expectations for quality and safety.

ADVANCEMENTS IN HEALTH CARE



RICHMOND UNIVERSITY MEDICAL CENTER EMBARKS ON TWO LONG-TERM INITIATIVES TO IMPROVE HEALTH CARE ON STATEN ISLAND.

The federal and state governments have separately funded two initiatives that address improvements in the way care and services are managed and delivered to Medicare and Medicaid populations.

IMPROVING CARE MANAGEMENT FOR MEDICARE PATIENTS

Approved for an Accountable Care Organization (ACO) in 2014, Richmond Universtiy Medical Center brought together over twenty primary care physicians to form Richmond Quality ACO, LLC. Richard Salhany, MBA, Senior Vice President and ACO Associate Executive Director, states, "An ACO brings the hospital and the physician community together with a goal of voluntarily coordinating high quality care to their Medicare patients. We are focusing on the coordination of care to ensure that patients, especially the chronically ill, get the right care at the right time, while avoiding unnecessary duplication of services and preventing medical errors."

ACO's are formed under a three-year grant and report through federal channels. The annual healthcare dollars for over 7,000 Medicare patients will be managed through the efforts of the ACO. Pietro Carpenito, MD, Executive Vice President, credited for recruiting the medical staff, views the ACO as the new standard of care. "Patient care is much more focused on access to primary and preventative care. The ACO gives us an opportunity to collaborate across the continuum on this new paradigm to improve quality of care for the Medicare patient and compensate the physicians accordingly for sustained improvement."

Over the three year period, Medicare will provide the claims data to review utilization and expenses associated with treatment to evaluate any savings for the identified population. The ACO will seek ongoing opportunities to achieve shared savings and

ensure that primary care physicians manage the total patient in the appropriate setting. BETTER HEALTHCARE DELIVERY TO MEDICAID RECIPIENTS

Another initiative is the hospital's involvement (with a five-year state grant) in the New York State Delivery System Reform Incentive Program known as DSRIP. This is a program developed by the state to make sure that each Medicaid patient's care is also optimized through better collaboration among healthcare providers and to reduce the vast cost of care. To meet these goals on Staten Island, where 135,000 residents out of 470,000 receive Medicaid, Richmond University Medical Center is working with Staten Island University Hospital and 33 other Staten Island healthcare collaborators to improve the way services are delivered.

Each participant of the collaborative has separate deliverables based on their population mix; all report to the Staten Island Performing Provider System (SIPPS) which in turn reports to the state. Elizabeth Wolff, MD, Senior Vice President for Care Transformation, Quality & IT, represents Richmond University Medical Center, which is one of the lead hospital members of the SIPPS. "There's opportunity here," asserts Dr. Wolff. "Efficient and accurate data reporting is a must. We can assess the current case management systems, which can be realigned and streamlined. Transition and primary care access in particular can be improved."

Eleven projects have been selected based on their importance to the community, and the members of SIPPS will be working together to improve the healthcare metrics. Selected projects include managing a patient's inhome medical care, adjusting outpatient services, and providing accessibility to outside care programs for patients with chronic conditions. The overarching DSRIP goal is to reduce unnecessary hospital care (emergency department, admissions, and readmissions) by 25 percent over five years.

THE OVERALL OBJECTIVE

While these two programs have long-term goals for specific populations, Richmond University Medical Center has the intention of utilizing the best practices for all of its patients. Richard Salhany supports that "...the future of health care is changing. This is a unique time for a hospital; we are able to address the population health status of the community with these two programs while working on the trend of decreasing patient length of stay and readmissions. In the end, these synergistic efforts will provide improvements in the quality of care for our patients."



Pietro Carpenito, MD, Dennis Bloomfield, MD, and ND Krishne Urs, MD, at the Annual Medical Staff Holiday Reception at the Excelsior Grand.



The Hospital thanks New York City Councilwoman Debi Rose and the City Council for their allocation of grant funding to grow our Echocardiography program. This new, state-of-the-art equipment will provide enhanced cardiac imaging.

RICHMOND UNIVERSITY MEDICAL CENTER FOUNDATION ADDS TWO NEW MEMBERS TO THE BOARD

THE RICHMOND UNIVERSITY MEDICAL CENTER FOUNDATION ADDED TWO NEW BOARD MEMBERS: DR. PANKAJ PATEL AND MS. DIANNE POWERS.



Pankaj Patel, MD



Ms. Dianne Powers

Board certified in psychiatry, Pankaj Patel, MD, is the Chairperson of the Department of Psychiatry. Dr. Patel is a member of the American Psychiatric Association, the American Medical Association, the Medical Society of the State of New York and the Richmond County Medical Society. He is an Assistant Professor of Psychiatry at New York Medical College. Dr. Patel has been actively involved with boards of the Jacques Marchais Museum of Tibetan Art, Meals on Wheels, and Carmel Richmond Nursing Home.

Dianne Powers, a former Wall Street executive, is a longtime friend of Richmond University Medical Center. With strong community involvement, she has served many local organizations as a board member, including the Staten Island Museum, the Lynn Robbins Steinman Foundation, the Staten Island Zoo, the YMCA, and Wagner College, and was a founding member of both the St. George Theatre and Casa Belvedere boards. Ms. Powers is also actively involved with Staten Island Academy.



The Radiology Department has begun a multi-million dollar equipment and facility upgrade in the Emergency Department Radiology Suite, Mammography, Nuclear Medicine & the Fluoroscopy Room.



The Brooklyn Home for Aged Men Foundation recognized the years of dedication and service of Jean C. Weber by generously naming a room in her memory on SLB4. The foundation is dedicated to improving geriatric care.

2014 RICHMOND UNIVERSITY MEDICAL CENTER KEY STATISTICS

Categories	2014 Totals
Births	2,933
Births — Newborn Intensive Care Admissions	638
Cardiac Catheterization — Inpatient/Outpatient	180
Electrophysiology Studies/Implants/Non-Invasive Cardiac	794
Other Noninvasive Cardiology Procedures	22753
Clinic Visits (Including Chemotherapy)	40,244
Endoscopy Procedures — Inpatient	770
Endoscopy procedures — Outpatient	4,964
Emergency/Trauma Department Visits — Treated and Released	53,811
Employees	2,359
Inpatient — Acute — Discharges	16,042
Inpatient — Acute — Days	75,323
Inpatient Psychiatry — Discharges	1,630
Inpatient Psychiatry — Days	20,848
Length of Stay — Acute	4.70
Length of Stay — Psychiatry	12.79
Medical Residents	156
Physicians on Staff	626
Pulmonary Function Studies	1,203
Radiology, CT Scans	17,766
Radiology, Mammography procedures	2,253
Radiology, MRL Procedures	1,203
Radiology, Nuclear Medicine Procedures	821
Radiology, Special Procedures	1,504
Radiology, X-Ray Procedures	46,287
Radiology, Ultrasound Procedures	9,368
Respiratory Therapy Treatments/Tests	89,842
Surgical and Cytology Cases	11,718
Surgical Procedures (Excluding Cardiac Surgery)	7,336
Vascular Studies	3,188
Volunteer Service Hours	6,000

ACCREDITATIONS AND RECOGNITION

Blood Bank American Association of Blood Banks

Blood Gas Laboratory College of American Pathologists

Cancer Program American College Surgeons, Commission on Cancer

Emergency Department - Violence Against Women Designation

Hospital Accreditation The Joint Commission

Mammography American College Radiology

Meaningful Use Health Information Technology

Health Information Technology for Economic and Clinical Health Act United States Federal Government

Pathology Service

College of American Pathologists

Patient Centered Medical Home Level 3 Designation National Committee for Quality Assurance

Primary Stroke

American Heart Association – Gold Plus Stroke Award

Psychiatry Residency Program Accreditation Council for Graduate Medical Education

Resident Education American College Medical Education Sponsoring Institution

St. George Clinic NYS Health Center for Excellence in Integrated Care

Ultrasound American Ultrasound Institute of Medicine

Obstetrical Improvement

Quality Improvement Award New York State Perinatal Quality Collaborative

Affiliations

Academic and clinical affiliate of The Mount Sinai Hospital and School of Medicine

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RICHMOND UNIVERSITY MEDICAL CENTER

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